

DHHS Employee Receives Award for NCThinks Suggestion *Suggestion Improves Customer Service for Elderly*

RALEIGH – On February 8, 2012, the NCThinks State Review Committee approved an award of 2 (two) days leave for Zebria Booker, an employee of the Department of Health and Human Services, for her suggestion that lead to customer service improvements for clients in the department's Food and Nutrition division.

Booker, a supervisor at the EBT (Electronic Benefits Transfer) Call Center in Martin County, recommended that center employees send out form DSS-1688 to EBT card holders who need help with their accounts. DSS-1688 is also known as the "Designation of Authorized Representative" form. The form needs to be filled out before call center employees can talk to a family member or friend about their loved one's care. Previously, the form could only be given out when a caseworker or client specifically requested the form.

"Case workers can get very busy and may not have time to make the request for the form," said Booker. "By sending out the form instead of waiting for a request, we have been able to help card holders get their benefits faster."

State Personnel Director Linda Coleman thanked Booker for thinking creatively for solutions to North Carolina's challenges. Committee member Lee White of the NC Department of Labor called Booker's suggestion an "outstanding example" and encouraged state employees to submit suggestions to NCThinks.

NCThinks is the state's suggestion system for state employees. It is designed to promote efficiency and economy in state government and to save tax dollars by recognizing and rewarding individual employees for suggestions that improve state government operations.

State employees can submit suggestions online at www.ncthinks.nc.gov.

SEE PHOTO BELOW



L to r: Terry Johnston, Department of Health and Human Services; Linda Coleman, State Personnel Director, Zebria Booker, EBT Call Center, Department of Health and Human Services, Cotton Rawls, chair, NCThinks State Review Committee.

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